

Quarterly Report 2015/Q1

Town of Smyrna, Delaware



REPORTING PERIOD:
JANUARY 2015 – MARCH 2015



Town of Smyrna

H. JOANNE MASTEN, MAYOR

Summer 2015

Dear Citizens:

Summertime in Smyrna means good times, warm fellowship, and plenty of excitement!

I invite you to enjoy the great outdoors! Take the time to relax in one of our beautiful parks, take a leisurely stroll through downtown, or get your blood pumping with a power walk or bike ride on the trail behind Smyrna High School. What a great way to stay fit and to spend time enjoying our charming landscape!

Where were you on June 11, 2015? Smyrna at Night Summer Music Block Party made its second annual appearance! Over 1,200 people danced the night away to 13 regional bands in four venues throughout the downtown area. Smyrna at Night is designed to get you up and out of the house, mingling with your fellow neighbors, and enjoying everything our town has to offer. Stay tuned for future activities!

Don't forget to visit the Smyrna Farmers Market this summer. Held every Sunday afternoon from 12noon - 4:00pm, the Market will offer a great assortment of items including: farm-fresh produce, fresh-baked goods, homemade soaps and herbal products, local honey products, homemade jams and jellies, and other items crafted by local-artisans. The market is located next to the Painted Stave Distilling, 106 W. Commerce Street.

Finally, I am pleased to submit the town's most recent quarterly report to you. The report, covering the period January 2015 to March 2015, highlights a variety of town activities and initiatives. I believe you will be pleased with the town's commitment to everyday excellence and the provision of impartial municipal services to all.

On behalf of the entire Smyrna Town Council and all town employees, we wish you a very enjoyable summer season!

Respectfully,

H. Joanne Masten

H. Joanne Masten

Mayor

SMYRNA TOWN COUNCIL

ROBERT C. JOHNSON · JOHN L. EMBERT III · VALERIE M. WHITE · ANTHONY H. DEFEO · ANDREA C. RODRIGUEZ · REGINA I. BROWN

27 SOUTH MARKET STREET PLAZA · P.O. BOX 307 · SMYRNA, DELAWARE 19977

TOWN DEPARTMENT HEADS SUBMITTED INFORMATION FOR THIS REPORT

BUSINESS OFFICE/BILLING 302-653-9231
Fax 302-653-3492

MANAGER'S OFFICE 302-653-9231
Fax 302-653-3492

PERMITS/INSPECTIONS 302-653-3486
Fax 302-659-4169

Quarterly Departmental Updates:
Reporting Period January 2015 – March 2015

Accounting and Business Services Department

Gary Stulir, Manager

For the time period 1/1/2015 - 3/31/2015, the Accounting and Business Services Department (ABS) processed 15,260 individual payments totaling over \$5.3million. A significant portion of these individual payments were sent through the town's lockbox. The lockbox is a safe, secure, bank-staffed process that offers a means of processing payments more efficiently, freeing up storage space. The Town also continues to administer the free in-house direct debit for utility payments. ABS also issued 838 checks totaling over \$6million.

The Department also engaged in several other initiatives designed to ensure the town continues to meet its budgetary and operational goals and objectives in the most cost efficient and effective manner. These included:

- Preparing for field work by the Town Auditor and continuing procedures for closing 2014 financials;
- Revitalizing records retention efforts in accordance with the State of Delaware's Public Archives records retention policy;
- Receiving training in the State of Delaware County & Municipal Pension Plan;
- Commencing work to install IVR software;
- Contacting vendors to obtain updated W9 forms;
- Signing off on the outside collection account contract;
- Providing support to the Finance Committee;
- Attending the Professional Development Conference organized by AGA;
- Transitioning human resources responsibilities to the newly hired human resources manager.

During this time period, ABS staff continued to provide excellent customer service to our residents and customers including over 4,540 telephone interactions.

Building and Inspections Department

George DeBenedictis, Manager

The Department of Building & Inspections supports the health, safety, and quality of life for the residents and visitors of Smyrna through enforcement of various town code provisions as well as International Code Council guidelines. The permitting and inspection process promotes high quality design and construction standards as well as the historic conservation and redevelopment of the town's existing buildings.

Below is a chart depicting the number and valuation of building permits issued for the period 1/1/15 – 3/31/15:

Type of Construction	Quantity	Construction Value	Permit Fees	Admin. Fees	C/O Fees
Commercial	1	\$50,000.00	\$579.00	\$0.00	\$40.00
Tenant Fit Out	1	\$12,000.00	\$161.00	\$0.00	\$40.00
Signs	2	\$643.00	\$117.00	\$0.00	\$0.00
Single Family	7	\$1,011,871.50	\$11,356.65	\$0.00	\$280.00
Apartment	0	\$0.00	\$0.00	\$0.00	\$0.00
Townhouse	0	\$0.00	\$0.00	\$0.00	\$0.00
Additions / Decks	3	\$8,800.00	\$190.41	\$0.00	\$0.00
Renovations	10	\$578,564.50	\$6,845.30	\$0.00	\$0.00
Fences	2	\$711.25	\$80.00	\$0.00	\$0.00
Sheds	5	\$8,437.00	\$174.08	\$0.00	\$0.00
Pools / Hot Tubs	1	\$3,000.00	\$227.00	\$0.00	\$0.00
Manuf. Homes	2	\$88,650.00	\$2,195.00	\$0.00	\$80.00
Demolition	0	\$0.00	\$0.00	\$0.00	\$0.00
Change of Use	0	\$0.00	\$0.00	\$0.00	\$0.00
Total	34	\$1,762,677.25	\$21,925.44	\$0.00	\$440.00

The 2014/2015 winter season may be a distant memory; however the discussion of snow removal is heating up as the topic has been added to recent discussions in Public Safety Committee meetings. How long after the snow stops falling do property owners have to shovel their sidewalks? Where can residents pile excess snow? These and other questions are being discussed in the Public Safety Committee. Keep an eye on the town's website for the answers (hopefully before it snows again)!

Human Resources

Jill Wolfe, Manager

We are pleased to announce the hiring of Jill D. Wolfe, PHR, SHRM-CP as the Human Resources Manager for the Town of Smyrna. Ms. Wolfe was hired on February 23, 2015 to fill a new role within the Town's organizational structure. Human Resources is responsible for a comprehensive human resource program which includes: recruitment of qualified applicants; employment and orientation services; retirement processing; administration of employee benefits; pre-payroll administration and processes; policy development and administration; job classification, compensation and labor market research; employee relations; employee assistance programs; maintenance of personnel records; and the administration of performance evaluation programs. The mission of the Town of Smyrna Human Resources Department is to work strategically with the management and leadership of the Town of Smyrna in identifying and responding to its changing needs. HR will provide leadership and guidance in the development, implementation, and equitable administration of policies and procedures. Human Resources will achieve its mission by recruiting, employing, retaining, and developing employees as well as by maximizing employee relations and performance through internal coaching and mentoring and problem resolution. Human Resources is committed to providing high quality service to all prospective, current and past employees and to treating such individuals with courtesy and respect.

Information Technology & Billing Department

James Markow, Manager

The Information Technology & Billing Department (ITB) manages numerous government functions including utility and tax billing, computer systems management, and voter operations. ITB staff works diligently to improve the internal systems which not only enable town employees to work more efficiently, but also enhance the overall customer experience for our residents.

This past spring, the ITB oversaw all aspects of the municipal election for the offices of Mayor, Councilmember of District Three, and Councilmember At-Large. The Department also managed the annual assessment process.

Additionally, the town's social media presence is maintained daily by ITB staff. The web page (www.smyrna.delaware.gov), Facebook, and Twitter are used to keep our residents informed of the most current municipal news, information, and employment opportunities.

Library

Beverly Hirt, Director

1ST QUARTER STATISTICS			
	JANUARY	FEBRUARY	MARCH
Attendance - Total	6821	4637	7267
Attendance - Night	366	248	349
Children's Programs	18	10	15
Young Adult Programs	1	1	1
Adult Programs	13	14	12
Student Internet Usage	138	86	101
Computer Usage	958	664	936
Wireless Usage	242	239	332
Check Outs – Overdrive	713	662	740
Interlibrary Loans (Out of State))	9	4	11
RSVP Hours (Modern Maturity Volunteer)	19	31	45

Overdrive: New users added after 9/16/2014 not available due to changes in service

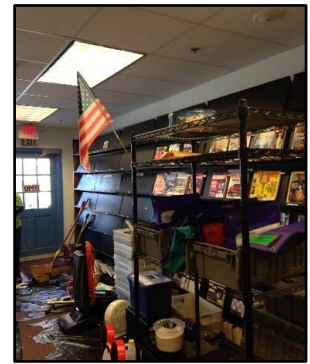
Report from the Children's Coordinator: The Winter Reading Program Challenge, "Hot Reads for Cold Nights", was designed to get readers reading outside of their regular genre. There were thirty-two reading tasks and a fifty book challenge. They could do all or some of the tasks to challenge themselves.

We had twenty-three people sign up and thirteen people finished. We had wonderful prize bags to hand out to the brave people who participated. This program was designed for adults and ran from December 2, 2014 to February 28, 2015. For the first time since the library has had the Winter Reading Challenge, a preteen participated. Miss Lydia Klecan and she did exceptionally well.

The participants were: Janet Rennie (5 points), Monika Dougherty (45 points), Newton Rennie (65 points), Kim Klecan (105 points), Lydia Klecan (160 points), Sheila Brown (160points), Anna Hess (170

points), Brittney Passerell (205 points), Marie Sugalski (270 points), Rachel Zuber (270 points), Judith Layhey (320 points), Ruth Bower (350 points), and Donna Shahan (400 points).

Winter service disruption: On February 17, 2015, the Library was closed suddenly due to a frozen sprinkler head which dumped gallons of water into the staff supply closet and surrounding rooms including the basement. The staff, working with the help of the Town's Public Works Department and ServPro, was able to repair and clean up the Library and open within five business days. An impossible looking job that took hours of TEAMWORK to accomplish. (Photos below)



The Library table at Smyrna School District Day on February 28th as usual was very busy. Charlotte, our reader dog greeted parents and children while Miss Bev and Miss Vivien handed out special bags filled with goodies and a book-coupon to visit our book sale room. There was also a variety of literature available about upcoming Town and Library events. About 5,000 people visited the event this year.



Planning and Zoning Department *Dawn Thompson, Interim Manager*

All new businesses within town limits must be approved for a Certificate of Zoning Compliance which ensures the activity of business is consistent with the general character of the proposed area or neighborhood. The Planning and Zoning Department (P&Z) manages this process and helps potential business owners find the most appropriate location in Smyrna. This year alone, the P&Z Department has granted 16 certificates to newly proposed businesses.

P&Z has recently provided information and finalized several reports including: Delaware Office of State Planning Municipal Comprehensive Land Use Plan Annual Report, Dover/Kent County Metropolitan Planning Organization's County Population Projections Among the Traffic Analysis Zones, State of Delaware Fiscal Year 2016 Municipal Street Aid Request, Delaware Office of State Planning Municipal Development Trends, among others.

The Department has provided staff support to the Planning & Zoning Commission, Board of Adjustment, and Shade Tree Commission. P&Z has processed 34 building permits, 17 Historic Review Board applications, 3 annexations, 3 rezonings, 1 special exception, 1 conditional use, reviewed and provided comments on several preliminary subdivision plans and site plans, and worked with KCI Technologies to complete state mandated municipal plans for services. The Department has also answered hundreds of

constituent, developer, and engineering questions over the past few months via telephone, email, and in-person meetings.

While not a P&Z function, the Department has written a number of proclamations and resolutions for Smyrna Town Council including: Thomas Collins Day, American Heart Month, Arbor Day, Smyrna-Clayton Pop Warner Football 50th Anniversary, the retirements of two town employees, among others.

P&Z assisted Councilmember Valerie White in organizing the Annual Arbor Day Celebration and has begun discussions with Councilmember John Embert to plan the Annual Veterans Day Recognition Ceremony. Staff also handled logistical planning, street closings, sanitation management, and vendor management for the Smyrna at Night Music Block Party.

The Department authors *The Duck Creek Courier*, the newsletter for town employees. The newsletter recently received an award from the Delaware Press Association for second place in the Best Internal Communications Category.

Finally after years of hard work, P&Z staff member Valerie Heritage has earned her official “Certified Municipal Clerk” (CMC) designation from the International Institute of Municipal Clerks (IIMC). This is a major accomplishment and reconfirms Valerie’s dedication to fair and equitable governance, excellence in municipal administration, as well as her willingness and enthusiasm to go above and beyond the scope of her job duties.

Town Manager

Dave Hugg, Town Manager

Smyrna’s economy continues to improve as new businesses are opening and new homes are constructed. The Historic Downtown in particular is undergoing a renaissance with a recently opened bakery and coffee shop (Drunk’n Baker) and a candy shop (Love is the Sweetest). Work progresses on two new restaurants, the Inn at Duck Creek and a Texas style BBQ establishment, both opening later this year. Blue Earl Brewing, Smyrna’s first micro-brewery, should open next month and a number of other businesses are joining the community. The town staff, the Mayor and Council, and the Economic Development Committee are working diligently to recruit and retain a healthy local economy. The Redevelopment Authority recently announced the availability of façade improvement grants to assist property owners in maintaining and improving their properties; and the Town anxiously awaits the announcement of USDA funding under the Rural Economic Development Loan and Grant program to further support the revitalization of the downtown. Watch for exciting announcements soon.